Technical Service Bulletin

91 MIB2 High: iPod Classic is not recognized when connected to AMI via USB

91 17 29 2047965/1 May 25, 2017.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5, A5 cabriolet, S5, A6, A7, A8, TT, Q3, Q5, SQ5, Q7, R8	2017 - 2020	All	MIB2 High Navigation

Condition

The customer states that the iPod or iPhone is not recognized by the MMI when connected to the Audi Music Interface over USB. The MMI will show a greyed out message of “Not compatible”. The customer’s Apple device has a 30-pin dock connector (Figure 1). The vehicle has MIB2 MMI hardware with Navigation.

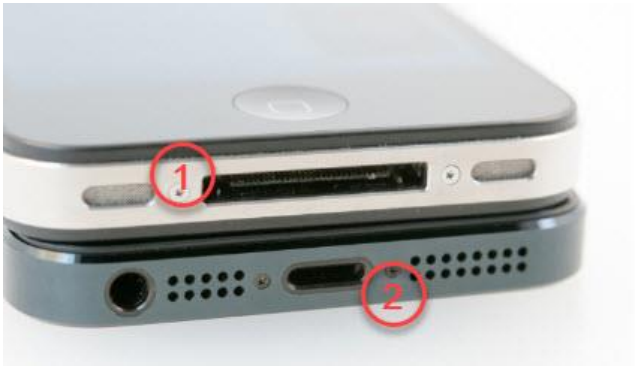

Figure 1. *(1) 30-pin dock connector; (2) 9-pin lightning connector*

Technical Background

Since the introduction of the new MIB2 MMI hardware architecture starting with vehicles built on or after CW45/16 (CW52/16 for MY18 Q5), the Apple iPod Accessory Protocol 1 is no longer supported (iAP1). The only MMI supported Apple devices are the devices with a 9-pin lightning connector (Figure 1) which support the Apple iPod Accessory Protocol 2 (iAP2).

Apple iPod Accessory Protocol 1 (iAP1) devices have the 30-pin dock connector and are the following devices, but not limited to:

- iPod Touch Generation 1-4 (30-pin dock connector)
- iPod Classic (30-pin dock connector)
- iPod Video (30-pin dock connector)
- iPod Nano (excluding 7th gen with lightning connector)

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- iPod Shuffle (3.5mm to USB connector)
- iPhone Generation 1-4 (30-pin dock connector)

Vehicles with the latest generation MIB2 MMI Hardware which no longer support iAP1:

- 2017 TT since CW45/16
- 2017 R8 since CW45/16
- 2017 A3 since CW45/16
- 2017 A4 since CW45/16
- 2017 A6/A7/S6/S7/RS 7 since CW45/16
- 2017 Q7 since CW45/16
- 2018 A5/CAB since CW45/16
- 2018 Q5 since CW52/16

Production Solution

Not applicable.

Service

Explain to the customer the information in the Technical Background. Using a 30-pin to 9-pin Lightning adapter will not resolve the concern. There is no work around for this concern due to the issue with the older devices not being able to support the iAP2 protocol. The MMI can only support the iAP2 protocol for devices with a lightning connector.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All parts and service references provided in this TSB (2047965) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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